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Attorney Docket No. 042390.P9943

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

James S. Chapple et al.

Application No. 09/848,998

Filed: May 4, 2001

For: METHOD AND APPARATUS
FOR GATHERING
QUEUE PERFORMANCE DATA

Examiner: Niketa I. Patel

Art Unit: 2182

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Enclosed is a copy of Information Disclosure Citation Form PTO-1449 together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO-1449 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant.

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

CERTIFICATE OF MAILING

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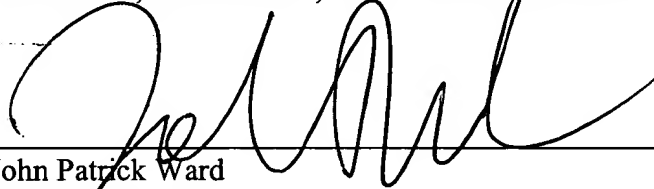
This Information Disclosure Statement is being submitted pursuant to 37 C.F.R. § 1.97(c), and applicant certifies that each document on the attached Form PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Information Disclosure Statement.

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Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: September 3, 2003



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